

HOUSING ASSISTANT
GS-1173-07

BACHELOR QUARTERS
OPERATIONS STAFF

I. POSITION AND ORGANIZATION INFORMATION**Position:**

Housing Assistant, GS-1173-07

Purpose of position:

The purpose of this position is to provide direct, onsite management and administration of housing facilities or complexes, AND/OR to evaluate housing management programs and develop administrative procedures.

Organization:

BQ Housing Branch, QOL Dept.

Organization goals:**II. MAJOR DUTIES****A. Duty (Critical):**

Receives a variety of assignments usually related to occupancy, maintenance, and termination activities and works under the guidance of a higher level housing specialist. The work normally involves the performance of standard housing management functions that compose several segments of a broader project or program assignment. (80%)

Tasks:

1. Processes applicants for permanent and temporary quarters. Reviews applications for accuracy and completeness of data. Counsels applicants regarding the availability, type, size, and location of quarters.
2. Monitors the assignments of tenants to available quarters and schedules pre-occupancy, pre-termination, and termination inspections. Determines authorized allowances and issues nonavailability certificates as required.
3. Conducts joint tenant-management inspections of quarters to evaluate the cleanliness, maintenance, and habitability of the unit, furnishings, equipment, and facilities. Schedules and coordinates the maintenance, repair, or other work required and conducts followup inspections to verify that discrepancies are corrected.
4. Participates in regular or periodic surveys or audits to identify housing requirements or deficiencies, prepares draft survey reports of the activities assigned, coordinates findings with other survey team members, and develops recommendations for improvement or correction of reported conditions.
5. Conducts special studies or reviews as assigned. For example, collects and assembles statistical data regarding past and current operations and maintenance expenditures. Reviews data and prepares short range estimates of projected costs for use by other installation personnel in the preparation of financial reports or budgetary requests.
6. Participates in resolving a variety of housing problems by assembling

facts, evaluating information, and drafting reports and answers to correspondence which can be used as the basis for recommendations, interpretations, and decisions by a higher level housing specialist.

Selected Staffing KSAs:

A1, A2, A3, A4, A5

B. Duty (Non-Critical):

Provides leadership and oversight in resolving operational issues affecting BQ Operations, ITT sales, Y-Comm Services, Vet Clinic scheduling and CCT scheduling. (20%)

Tasks:

1. Plans work to be accomplished by subordinates, sets and adjusts short term priorities, and prepares schedules for completion of work.
2. Assigns work to subordinates based on priorities, the difficulty of the work to be performed, and the capabilities of employees.
3. Finds ways to improve production or increase the quality of the work directed.
4. Develops performance standards for subordinates.
5. Evaluates work performance of subordinates.
6. Delegates or exercises leave authority.
7. Interviews candidates for positions in the unit. Recommends appointment, promotion or reassignment to such positions.
8. Identifies developmental and training needs of employees and provides for or arranges needed development and training.
9. Gives advice, counsel or instruction to employees on both work and administrative matters.
10. Hears and resolves complaints from employees, referring group grievances and more serious unresolved complaints to a higher level supervisor or manager.
11. Effects minor disciplinary measures, such as warnings and reprimands, recommending other action in more serious cases.
12. Exercises significant responsibilities in dealing with officials of other units or in advising higher level management officials.
13. Recommends awards or bonuses for nonsupervisory personnel and changes in position classification, subject to approval by higher level officials, supervisors, or others.
14. Distribute and balance the workload among employees in accordance with

established work flow or job specialization, assure timely accomplishment of the assigned workload, and assure that each employee has enough work to keep busy.

15. Keep in touch with the status and progress of work, and make day- to- day adjustments in accordance with established priorities, obtaining assistance from the supervisor on problems that may arise, such as backlogs which cannot be disposed of promptly.

16. Estimate and report on expected time of completion of work, and maintain records of work accomplishments and time expended and prepare production reports as requested.

17. Instruct employees in specific tasks and job techniques and make available written instructions, reference materials and supplies.

18. Give on the job training to new employees in accordance with established procedures and practices.

19. Maintain a current knowledge and answer questions of other employees on procedures, policies, directives, etc. and obtain needed information or decisions from supervisor on problems that come up.

20. Check on work in progress or spot check work not requiring review (e. g., filing or direct services) and review completed work to see that supervisor's instruction on work sequence, procedures, methods and deadlines have been met.

21. Amend or reject work not meeting established standards, refer to supervisor questions or matters not covered by standards and problems in meeting performance standards.

22. Monitor working conditions such as seating, ventilation, lighting, safety, etc.

23. Approve leave for a few hours or for emergencies.

24. Inform employees of available services and employee activities.

25. Resolve simple, informal complaints of employees and refer others to supervisor.

26. Report to supervisor on performance, progress and training needs of employees, and on behavior problems.

Selected Staffing KSAs:

III. KNOWLEDGES, SKILLS AND ABILITIES (KSAs)

A. Selected Staffing KSAs:

1. Knowledge of Appropriated Funds Programming processes and procedures (e.g., Family Housing and Operation and Maintenance)

2. Knowledge of Non-appropriated Funds (NAF) Housing programming and budgeting procedures, including Capital Purchase and Minor Construction (CPMC) maintenance and repair
3. Knowledge of regulations applicable to assigned housing program responsibilities
4. Ability to communicate orally
5. Skill in interpersonal relations

B. Basic Training Competencies:

1. Knowledge of Appropriated Funds Programming processes and procedures (e.g., Family Housing and Operation and Maintenance)
2. Knowledge of Non-appropriated Funds (NAF) Housing programming and budgeting procedures, including Capital Purchase and Minor Construction (CPMC) maintenance and repair
3. Knowledge of regulations applicable to assigned housing program responsibilities
4. Ability to communicate orally
5. Ability to communicate in writing
6. Skill in interpersonal relations
7. Ability to plan and organize work independently
8. Ability to gather, analyze, and present facts
9. Ability to identify problems and develop innovative solutions

IV. CLASSIFICATION FACTORS

Factor 1. Knowledge

Level 1-5 (750 Points)

1. Knowledge of the basic principles, techniques, and methodology pertaining to management planning, scheduling, coordinating, and efficient use of Government-owned housing facilities, in order to perform various standard housing management functions. Also required is a general knowledge of construction, maintenance, repair, and improvement practices; and the methods and procedures involved in determining acceptable work performance in various trades and crafts associated with repairs, improvements or maintenance for dwelling units, grounds, utility systems, etc. Also required is the ability to evaluate adequacy of housing eligibility, assignment, termination, maintainability, habitability, and utility conservation.

Factor 2. Supervisory Controls

Level 2-3 (275 Points)

Supervisor defines objectives, priorities, and deadlines, and assists employee in unusual situations lacking clear precedents.

Employee plans and carries out assignments, resolving problems in compliance with established local instructions, agency policies, and normally accepted housing practices.

Completed work is evaluated for technical soundness of conclusions and decisions, and for conformance to policies and requirements. Methods and techniques used to accomplish assignments are not usually reviewed in detail.

Factor 3. Guidelines

Level 3-2 (125 Points)

Employee is provided agency, command and installation regulations, directives, instructions and procedures that are usually applicable to most assignments.

Specific guides are available for functions of employee.

Incumbent uses judgment to select guides most appropriate for individual cases, problems, and work situations. Situations requiring significant deviations will be referred to the supervisor.

Factor 4. Complexity

Level 4-3 (150 Points)

Assignments involve relatively independent performance of numerous standard housing management functions requiring different methods and techniques. Assigned tasks are conventional with clearly identified objectives. Generally, work is prescribed in established schedules, procedures, or plans. However, issues concerning compliance with established housing criteria may require research of case histories and program records, interviews with residents, and conduct of onsite inspections.

Work involves conditions and factors that must be identified and considered during completion of assigned tasks. For example, the type, age, size, and location of housing facilities may often affect problem solving methods or techniques. Some assignments may require evaluation of drawings, plans, or work standards to ascertain nature, extent, and acceptability of required maintenance or repair activities; or identification of organizational over-expenditures, duplications, or improper recordkeeping in order to develop recommendations for program improvements.

Factor 5. Scope and Effect

Level 5-3 (150 Points)

Purpose of the work is to plan, schedule, coordinate, and/or monitor the operational management and efficient use of housing facilities and resources, analyze problem areas, and recommend or implement corrective measures within the framework of housing program requirements.

The work, which involves treating a variety of occupancy related problems, formulating directives, and evaluating the adequacy of services provided, affects the efficiency of housing program operations and living conditions of the people housed.

Factor 6. Personal Contacts

Level 6-2 (25 Points)

Personal contacts include housing applicants and residents, other housing program personnel, representatives of other public and private service organizations, and representatives of private firms. Contacts are usually established on a routine basis at the employee's workplace.

Factor 7. Purpose of Contacts

Level 7-2 (50 Points)

Purpose is to exchange information, plan and/or coordinate management functions with other agency housing personnel, serve as principle point of contact for issues related to occupancy, maintenance, technical requirements, and other areas of interest, and negotiate resolution of problems. Contacts are also established to reach general agreement on techniques, and to clarify established goals, objectives, and responsibilities. The persons contacted are usually interested in seeking improvements and economies in the management and use of housing facilities.

Factor 8. Physical Demands

Level 8-1 (5 Points)

Work is principally sedentary. Typically, the employee may sit comfortably to do the work. However, there may be some walking, standing, bending, carrying light books, or driving an automobile. No special physical demands are required.

Factor 9. Work Environment**Level 9-1 (5 Points)**

Work involves normal risks or discomforts associated with an office environment. The work area is usually adequately lighted, heated, and ventilated. There may be occasional exposure to dusty or dirty conditions while visiting housing units or facilities undergoing repair, maintenance, or renovation.

V. CLASSIFICATION SUMMARY**In this position:**

Duty A. 80% GS-1173-07 Housing Assistant
Family/Unaccompanied Personnel Housing Assistance

Duty B. 20% GS-User defined duty. Not classified by system. The final grade may or may not be appropriate.-
Resale & Scheduleing

List of Modified Duties and Factors:

Duty B. has been added.

U.S. Office of Personnel Management (OPM) Position Classification Standard for the Housing Management Series, GS-1173 (TS-56, dated Sep 81).

GS-07 Point range: 1355 - 1600
Total Point: 1535
Grade: GS-07

VI. CLASSIFICATION REMARKS:

Duty B (Lead Duties) constitutes less than 25% of the workload and is therefore not grade controlling. Furthermore. the position does not lead 3 or more billets. Consequently the Work Leader standard was not applied.